

Hardware Policies and Limited Warranty

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Square Store Sales and Return Policy

Thank you for shopping at Square. This Sales and Return Policy applies to your purchase of Square hardware (“Square Hardware”) and third party hardware and accessories (“Third Party Hardware,” and collectively with Square Hardware, “Products”) from Square.

Shipping

We will ship Products using a carrier selected by us. Your order checkout page shows your shipping method, estimated time, and any shipping fees. While we will try to meet your shipment and delivery dates, we may be unable to do so in the event of low Product inventory. In addition, many events beyond our control can affect the delivery of your Products after we provide it to the carrier. Therefore, we are not liable for late shipment or delivery or any loss, damage, or penalty you incur from any delay in shipment or delivery.

Returns

If you are not fully satisfied with your purchase, you may return your Products within thirty (30) days of delivery so long as they are in their original condition and packaging and you enclose the original packaging slip. We will refund your purchase price in full and cover the cost of return shipping. You must return all Products, cords, cables, parts and documentation that were included with the original package. Refunds will be applied to the original purchase method. Only Products purchased directly from Square can be returned to Square. Products you purchase through our authorized retail partners must be returned in accordance with their respective return policies.

Availability

The Products offered from Square consist of Square Hardware as well as Third Party Hardware purchased and resold by Square. From time to time, we may be unable to manufacture or obtain a sufficient supply of Products. In addition, there may be occasions when we confirm your order but subsequently learn that we are unable to supply your Products. Therefore, we reserve the right at any time to limit or change quantities available for purchase or to cancel your order. If we cancel your order, we will refund your purchase price in full.

End User Customers

We sell and ship Products only to customers located in the United States for their own use. You may not purchase Products for resale, and we reserve the right to refuse or cancel your order if we believe you will do so. Your use of the Products is governed by the Square Seller Agreement and related agreements and policies available at squareup.com/legal.

Limited Warranty

Square warrants your Square Hardware against defects in materials and workmanship under normal use for a period of one (1) year from the shipping date. Square will replace such defective Square Hardware at no cost to you. However, you must return the defective Square Hardware to Square at the designated address and in the designated box, with all accessories, cords, cables, parts and documentation included, within fourteen (14) days of receiving your replacement Square Hardware. You will be asked to provide a payment card number to Square when you initiate a warranty based return. In the event you fail to return your defective Square Hardware pursuant to the process and time frame specified by Square, Square will charge either your Square Account (if there is a balance) or the card you provided when you initiated your warranty based return. This is your sole and exclusive remedy for breach of this limited warranty. This limited warranty is only available to you as the original purchaser of the Square Hardware. Warranty coverage terminates if you sell or transfer your Square Hardware. No Square reseller, agent, or employee is authorized to make any modification, extension, or addition to this limited warranty. To initiate a warranty based return, contact [Square Support](#).

This limited warranty does not apply to Square Hardware that has been subject to alteration, repair, tampering, accident, abuse, misuse, fire, acts of god (including, without limitation, earthquake, flood, hurricane, lightning, or tornado) or other external causes. This limited warranty does not apply to any Third Party Hardware, any consumable parts, including batteries, or any software, even if resold or included with the Square Hardware. All Third Party Hardware resold or included by Square is provided solely according to the warranty and other terms specified by the manufacturer, who is solely responsible for service and support for its Product. For service, support, or warranty assistance, you should contact the manufacturer directly.

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